


Aurora Health Care

Creating a Safety Culture One Hospital's Journey

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Aurora Sinai Medical Center
Milwaukee, Wisconsin


Aurora Health Care

Aurora Sinai Medical Center

- 1,500 Employees
- Milwaukee's Only Downtown Hospital
- 118 Average Daily Census
- 208,600 Average Annual Outpatient Visits
- 2,753 Average Annual Deliveries
- 728 Medical Staff (263 Active)
- One of 13 Hospitals in the Aurora Health Care System
- Affiliated with University of Wisconsin School of Medicine and Public Health


Aurora Health Care


Milwaukee Journal Sentinel October 19, 2003





Aurora Health Care

What is Planetree?


- Patient and Family Centered Care
- Everyone is a Caregiver
- Ten Components
- PHD: Personalize, Humanize, Demystify


Aurora Health Care


Planetree Founders



Angelica Thieriot
San Francisco, CA - 1978



Hippocrates
Ancient Greece


Aurora Health Care

Planetree 10 Components

- Human Interactions
- Family Friends and Social support
- Patient Information and Education
- Healing Environment
- Food and Nutrition
- Human touch
- Healing Arts
- Spirituality
- Complementary and Alternative Medicine
- Healthy Communities

Aurora Health Care® Planetree Strategies

- Budget neutral – except staff education
- 8-16 hour Planetree Retreats at launch
- Annual “Refresher Retreats”
- Steering Committee
- Work Teams
- Staff Action Committees

Aurora Health Care® Patient Loyalty

Likelihood that you would recommend Aurora Sinai to your family/friends.

Year/Quarter	Percent of patients who rated Excellent
2003	34.9
2004	34.9
2005	39.3
2006	43.7
Q2 2007 Most Recent Quarter	48.9

Aurora Health Care® Employee Engagement

Employee Engagement increased by 7%

I rarely think about looking for a new job outside of AHC.
I would gladly refer a good friend or family member to AHC for employment.
I am extremely satisfied with AHC as a place to work.

Year/System	Score
2003	3.41
2004	3.43
2005	3.58
2006	3.64
2007	3.74
2007 System	3.66

Aurora Health Care® Management Effectiveness

Management Effectiveness improved by 8%

My immediate supervisor is an effective leader.

Year/System	Score
2006	3.82
2007	3.91
2007 System	3.86

Aurora Health Care® Finance

55% Financial Improvement (Decrease in Losses)

Year	Losses
2003	23.7
2004	14.1
2005	12.0
2006	10.7

Aurora Health Care® Aurora Sinai Awards & Recognition



- What Our Patients Told Us**
- Drivers of Patient Loyalty**
- Confident caregivers who listen without judging
 - Caregivers who communicate well
 - **A feeling that care is SAFE**

- ASMC Planetree Work Teams**
- Center for Integrative Medicine
 - Wellness Works
 - Spirituality
 - UCare2 [Staff Morale]
 - Patient-Centered Systems
 - Healing Environment
 - Patient Information & Education
 - Simplified For You 2 [Process Improvement]
 - **PATIENT SAFETY**


- Infection Control and Essential Oils**
- Surgical Site Infected With Pseudomonas**
- Male in his 60's
 - Emergency ventral hernia repair 1992
 - Re-herniated 1997
 - Chronic drainage present
 - Surgical repair 10/06: double hernia repair with fistula to bowel
 - Nosocomial infection
 - On IV antibiotics for 6 weeks, switched to oral at discharge
 - Pt's in outpatient wound clinic complained to staff regarding pt odor in waiting room

Infection Control and Essential Oils

Surgical Site Infected With Pseudomonas

-Wound packed with essential oil mixture for 30-45 minutes

-Packing removed, lightly impregnated sponge with mixture



Infection Control and Essential Oils

Wound Progression Day 7

-No odor in wound cavity with 1st dressing change

-Injected EO's in vac tubing to blunt lingering odor in vac

-Completed antibiotic



Infection Control and Essential Oils

Wound Progression at 4 Weeks

- Discontinued vac at this time
- Mixture of oils used until end of Feb 2007
- Resumed traditional wound care



Infection Control and Essential Oils

Current Wound Progression

Remained infection free



11/08/07

Planetree Safety Work Team

- Refresher Retreat
- P.H.D. (Personalize, Humanize, Demystify)
- Everyday Culture

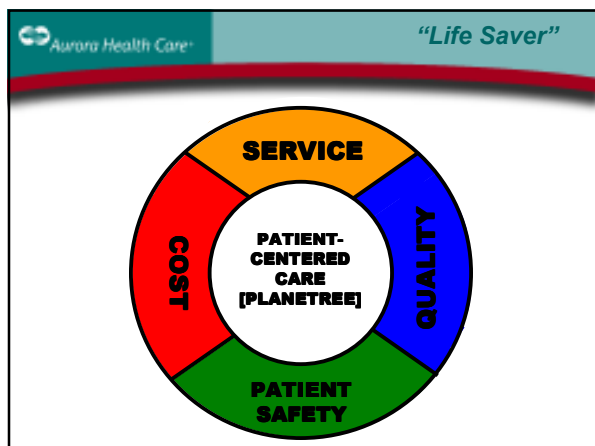
Together We Can

- Quiet Hospital
- Greet everyone you pass with eye contact and a warm, friendly hello
- Eye-to-eye, heart-to-heart
- Wear your name badge
 - large font
- Knock, Nod and Name
- Gel in, Gel out!

Safety Retreat Five Components

- Patient Identification/Patient Handovers
- Plain Language
- Banish the Bugs
- Silence Kills/Difficult Conversations
- Making Safe Choices

**Welcome to
Aurora Sinai Medical Center's
Planetree Refresher Retreat**



Aurora Health Care® Human Interaction

Patient Identification / Patient Handovers

Aurora Health Care® Human Interaction

Plain Language

Aurora Health Care® Everyone is a Caregiver Patient Information & Education

Silence Kills / Difficult Conversations

Aurora Health Care® Everyone is a Caregiver

Making Safe Choices

Aurora Health Care® Human Interaction Healthy Communities

Banish the Bugs

Aurora Health Care *How will we know the retreat improves safety?*

- Pre- and Post-Retreat Surveys
- Participant Feedback from Retreat Evaluations
- Annual Employee Survey in September
- Repeat AHRQ Survey, November 2007
- Hand Hygiene Observations

Aurora Health Care *Pre-retreat Survey Responses N=829*

- 98% make an effort to use Plain Language
- 95% report unsafe actions
- 91% question co-workers if safety is a concern
- 87% give fellow caregivers time to write things down when handing-over
- 85% apply hand sanitizer before and after every patient contact
- 79% question doctors and leadership
- 71% ask patients to give name and date of birth before providing care

Aurora Health Care *Safety Retreat Evaluation Results*

- 85% enjoyed the retreat
- 83% think it will result in a safer hospital
- 54% were re-energized about Planetree
- 100% named one thing they will do differently
 - Two most common:
 - Wash Hands
 - Speak up

Aurora Health Care *Patient Safety*

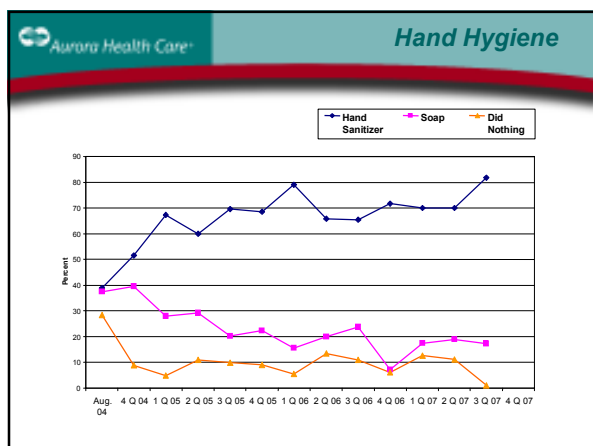
Patient Safety improved by 11% with 93% agreement

The leadership of Aurora Health Care does not knowingly compromise patient safety concerns for productivity.

If I became aware of a patient safety concern, I would feel very comfortable reporting it.

If I became aware of a patient safety concern, I would know where to go to report it.

Year/System	Score
2006	4.29
2007	4.37
2007 System	4.36



Aurora Health Care *P.H.D. in Safety*

- Personalize, Humanize, Demystify
- Earn credits to get your P.H.D. in Safety
 - 1,000 to earn P.H.D.
 - 250 credits for attending retreat
 - 400 core credits
 - 300 electives
 - 300 dissertation/presentation

Aurora Health Care® P.H.D. in Safety – Curriculum

Core Requirements (All must be completed one time with minimum of 400 credits)

- ASU1001 – Planetree Refresher Retreat 250 Credits
- ASU1002 – Yearly Safety Review 50 Credits (May receive multiple yearly credit)
- ASU1003 – Independent Study (Review process for reporting a Great Catch) 25 Credits
- ASU1004 – Independent Study (Review process for completing Incident Report) 25 Credits
- ASU1005 – Independent Study (Identify site contacts to report a safety concern) 25 Credits
- ASU1006 – Independent Study (Review process for taking a patient complaint) 25 Credits

Dissertation Requirements (Must complete one)

- ASU3001 – Staff Presentation 300 Credits
- ASU3002 – Bulletin Board 300 Credits
- ASU3003 – Poster display 300 Credits

Elective Requirements (Must earn minimum of 300 credits)

- ASU2001 – Great Catch 50 Credits (150 credits max.)
- ASU2002 – Yearly Flu Shot 25 Credits (May receive multiple yearly credit)
- ASU2003 – Enrollment in Walk Around Aurora 25 Credits
- ASU2004 – Yearly Department Specific Safety Training 25 Credits (May receive multiple yearly credit)
- ASU2005 – Condition Response 25 Credits (75 credits max.)
- ASU2006 – Random Act of Kindness 25 Credits (75 credits max.)
- ASU2007 – Joint Commission/Safety Education Monthly Puzzle 25 Credits (75 credits max.)
- ASU2008 – Independent Study - Identify Safety Issue 50 Credits (150 credits max.)
- ASU2009 – Restructuring patient information in "plain language" 50 Credits (150 credits max.)

Aurora Sinai Medical Center's Safety University presents

500 P.H.D. Credits
Personalize Humanize Demystify

Independent Study - Identify & Report Department Safety Issue

To

Raphael Aghaluke

November 20, 2007

Sally Turner, Director
Patient-Centered Care

Aurora Health Care® P.H.D. in Patient Safety Candidates



Aurora Health Care® P.H.D. in Patient Safety Candidates



Aurora Health Care® Patient Transport Staff Action Committee



Aurora Health Care® Patient Transport Staff Action Committee




Aurora Health Care

Planetree Resources

- www.Planetree.org
- Putting Patients First
- Carrie Brady, Quality & Designation Policy Strategist, Planetree
 - 203.732.1381 or cbrady@planetree.org




Aurora Health Care

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